

Franklin Township



In Somerset County

Purchasing and General Services --

Municipal Building

475 DeMott Lane, Somerset, NJ 08873-6704
Phone: 732-873-2500, Ext. 239 Fax: 732-873-1059

Specification No. B01-117DPW

SPECIFICATIONS

FOR

METER READING BILLING SYSTEM

TOWNSHIP OF FRANKLIN

SOMERSET COUNTY, NEW JERSEY

BIDS TO BE RECEIVED BY 10:00 A.M. PREVAILING TIME

ON

WEDNESDAY, SEPTEMBER 20, 2000

**KENNETH W. DALY
TOWNSHIP MANAGER**

DIRECTIONS TO FRANKLIN TOWNSHIP MUNICIPAL BUILDING, 475 DE MOTT LANE, SOMERSET, NJ 08873 (732) 873-2500

Directions from the Turnpike, Garden State Parkway, Route 18 (via Route 1) or Route 206.

New Jersey Turnpike to Exit 10. Take Route 287 North towards Metuchen to Exit 10 (Easton Avenue--Franklin Township exit). Go towards New Brunswick to the 4th light (DeMott Lane). Turn right onto DeMott. Municipal building about 2 miles on right.

Garden State Parkway to Exit 127 (Route 287). Route 287 North to Exit 10 (Easton Avenue). Go towards New Brunswick to the 4th light (DeMott Lane). Turn right onto DeMott Lane. Municipal building about 2 miles on right.

Route 1 to Route 18 North or West towards New Brunswick. Go to Route 527 (Easton Avenue, signs for Bound Brook). Follow long ramp to light. Go left at light to next light (this is Easton Avenue). Make right onto Easton. Get in left lane and make left at 4th light (DeMott Lane). Municipal building about 2 miles on right.

Route 206 North through Princeton and Rocky Hill to Route 514 (Amwell Road in Hillsborough--Shoprite on corner.) Right on Route 514 through Hillsborough and Millstone. Stay on Route 514 to DeMott Lane. Left on DeMott Lane. Municipal building on left ¼ mile.

The municipal building is a one-story brown building, with the Police/Court (Public Safety Building) and Library also located on the complex.

NOTICE TO BIDDERS

NOTICE IS HEREBY GIVEN that sealed bids will be opened in the Municipal Building, Township of Franklin, Somerset County, 475 DeMott Lane, Somerset, New Jersey, on Wednesday, September 20, 2000, at 10:00 a.m. prevailing time for the following specifications:

B01-117DPW, METER READING BILLING SYSTEM

Specifications and bid blanks may be obtained at the Purchasing Office, Municipal Building, 475 DeMott Lane, Somerset, New Jersey, between 8:30 a.m. and 4:30 p.m. Mondays to Fridays. There is a \$10 non-refundable charge for each bid package.

Bids must be on standard proposal forms in the manner designated therein and submitted in duplicate in a sealed envelope bearing the name and address of the bidder on the outside, addressed to the Purchasing Agent. The name of the item(s) bid must be printed on the face of the envelope.

Bid security IS NOT required.

Attention is called to the Federal requirements regarding employment non-discrimination. Bidders are required to comply with the requirements of PL 1975 C. 127 (N.J.A.C. 17:27), as amended and supplemented from time to time and the Americans with Disabilities Act. All bidders shall submit a Disclosure of Ownership statement in compliance with PL 1977, C. 33. The successful bidder shall be required to comply with all the requirements of the New Jersey Prevailing Wage Act 150, (N.J.S.A. 34:11-56.25 et seq). In addition, bidders are required to comply with the requirements of the Contractor's Registration Act.

Kenneth W. Daly
Township Manager

To be published in the Somerset Spectator SEPTEMBER 9, 2000

GENERAL INSTRUCTIONS TO BIDDERS

1. Submitting of Bids:

- A. All bid proposals must be submitted on the official form provided by Franklin Township. The bids may be presented in person before 10:00 A.M. prevailing time Wednesday, September 20, 2000 to the Purchasing Agent or mailed to:

Purchasing Office
 Township of Franklin
 475 DeMott Lane
 Somerset, NJ 08873

- B. While it is not a requirement that would result in a bidder being considered non-responsive, the Township would appreciate that all bids be submitted in duplicate. All forms required in the proposal must be completed and furnished as part of the proposal, and may not be supplied, changed or supplemented after opening of bids. When submitted in duplicate, one copy of the proposal shall contain all original signatures and the word "original" shall be written the cover sheet of that copy. The word "duplicate" shall be written on the cover sheet of the duplicate copy. Where a document requires notarization, the original shall contain the notary's raised seal.

- C. Bids must be received in a sealed envelope at the place for opening of bids before the designated time. Bids received after the indicated time will be returned unopened. No exceptions can be made for any reason, including failure of the Postal Service or of any carrier to make timely delivery of any bid package. Bids delivered by any means other than personal delivery will be at the bidder's risk. Bids transmitted by any process that does not guarantee the integrity of the bid package (e.g. telefax or similar means that does not involve the use of a sealed envelope) cannot be accepted.

- D. The envelope containing the bid must be marked with the following information:

Specification No.
 Title of Bid
 Bid opening date and time

- D. No responsibility will attach to any Municipal representative for the premature opening of a bid not properly addressed and identified.

2. Bid Security: NOT REQUIRED

3. Consent of Surety: NOT REQUIRED

4. Performance Bond: NOT REQUIRED

5. Quotations and Bids:

- A. Prices should be quoted without any Federal, State or Local taxes as Municipalities are exempt from such taxes.
- B. Failure of the bidder to sign the bid in ink or have the signature of an authorized representative or agent on the bid proposal in the space provided may be cause for rejection of the bid. All quotations and bids must be typewritten or written in ink. Any quotation or bid showing any erasure or alteration must be initialed by the bidder in ink.

- C. Prices should be for the furnishing of all the material and/or labor described or required. Prices shall be net, including any charges for packing, crating, containers, etc. and all transportation charges fully prepaid by the contractor F.O.B. destination and placement at locations specified by the Township. No additional charges will be allowed for any transportation costs resulting from partial shipments made at the vendor's convenience when a single shipment is ordered.
- D. Any bidder may withdraw his bid at any time before the time set for receipt of bids. No bid may be withdrawn in the 60-day period after the bids are received.

6. Interpretation of Bids:

- A. The bidder understands and agrees that its bid is submitted on the basis of the specifications prepared by the Township.
- B. Bidders are expected to examine the specifications and related documents with care and observe all their requirements. Ambiguities, errors or omissions noted by bidders should be reported as noted in "C" below. In the event the bidder fails to notify the Township of such ambiguities, errors or omissions, the bidder shall be bound by the bid.
- C. No interpretation of the meaning of the specifications will be made to any bidder orally. Every request for such interpretations should be in writing to the Purchasing Office and to be given consideration must be received at least by September 15, 2000. The bidder requesting the interpretation will be notified in writing if the Township will not be issuing any interpretation. Any and all such interpretations and any supplemental instructions will be in the form of written addendum to the specifications, which if issued, will be mailed to all prospective bidders (at the respective addresses furnished for such purpose) not later than five (5) days prior to the date fixed for the opening of bids. Failure of any bidder to receive any such addendum or interpretations shall not relieve any bidder from any obligation under his bid submitted. All addendum so issued shall become part of the contract document.

7. Discrepancies in Bids:

- A. If the amount shown in words and its equivalent in figures do not agree, the written words shall be binding. Ditto marks are not considered writing or printing and shall not be considered.
- B. In the event there is a discrepancy between the unit prices and the extended totals, the unit prices shall prevail. In the event there is an error of the summation of the extended totals, the computation by the Township of the extended totals shall govern.

8. Award of Bids:

- A. In comparing bids, consideration will not be confined to cost only. The successful bidder will be one whose product is judged to best meet all the specifications.
- B. The Township reserves the right to reject any or all bids; to waive any minor discrepancies in the bids or specifications when deemed to be in the best interests of the Township.
- C. Bids will be awarded within sixty (60) days of receipt unless the concerned parties individually agree to an extension beyond sixty (60) days.
- D. Quantities as shown are approximate and the Township reserves the right to increase or decrease quantities by 20 percent at the unit price bid.

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- E. For open-ended contracts, the Township has attempted to identify the item(s) and the estimated amounts of each item bid to covers its requirements' however, past experience shows that the amount ordered may be different than that submitted for bidding. The right is reserved to decrease or increase the quantities specified in the specifications pursuant to N.J.A.C. 5:34-4.9. No minimum purchase is implied or guaranteed.
- F. The Township reserves the right to award bids independently to separate bidders when bids for more than one item are included on one proposal form, except where right is waived by the Township in designated bids.
- G. If all bids received are for the same total amount or unit price, quality and service and location of bidder being equal, the contract shall be awarded by drawing lots in public.
- H. Successful bidder shall be responsible for obtaining any applicable permits or licenses from any government entity that has jurisdiction to require the same. All bids submitted shall include this cost in the bid price agreement.
- I. The successful bidder will not assign any interest in this contract and shall not transfer any interest in the same without the prior written consent of the Township.

9. Rejection of Bids:

- A. Pursuant to statutory requirements, any contract resulting from this bid shall be subject to the availability and appropriation of sufficient funds annually.
- B. More than one bid from an individual, a firm or partnership, a corporation or association under the same or different names shall not be considered.
- C. Bids, which are obviously unbalanced, may be rejected.
- D. Bids received from bidders who have previously failed to complete contracts within the time scheduled therefor, or who have performed prior work for the Township in an unacceptable manner, may be rejected.
- E. Should the bidder, who whom the contract is awarded, fail to enter into a contract within 21 days, Sundays and holidays excepted, the Township may then, at its option, accept the bid of the next lowest responsible bidder.

10. Corporate Disclosure Requirement: (Failure to submit this shall result in the rejection of the bid.)

- A. The submission of a bid by any corporation shall constitute a warranty by the corporation to the Township that it is authorized to do business in the State of New Jersey, that its corporate charter is in good standing, and that the persons executing bid documents have full authority to do so on the corporation's behalf.
- B. Every corporation and/or partnership submitting a bid, shall prior to the receipt of the bid by Franklin Township or accompanying said bid, submit a statement setting forth the names and addresses of all stockholders in the corporation, or partners in the partnership, who own ten (10) percent or more of its stock, of any class, or of all individual partners in the partnership who own a ten (10) percent or greater interest therein, as the case may be. If one or more such stockholder, or partner, is itself a corporation, partnership, the stockholders holding ten (10) percent or more of the corporation's stock or the individual partners owning ten (10) percent or greater interest in the partnership, as the case

may be, shall also be listed. This disclosure shall be continued until the names and addresses of every non-corporate stockholder and individual partner, exceeding the ten (10) percent ownership criteria established by this Notice shall be listed.

- C. Please Note: Failure to submit the Corporate Disclosure Statement will automatically disqualify a bidder.

11. Non-Collusion Affidavit:

- A. Non-Collusion Affidavit must be completed and included with bid.

12. Affirmative Action/Anti-Discrimination Requirements:

- A. All successful bidders must submit the appropriate Affirmative Action forms as indicated in the bid specifications within seven (7) days of the notice of intent to award. Failure to do so will result in the successful bidder being declared non-responsive and the contract being awarded to the next lowest bidder.
- B. Discrimination on the basis of disability in contracting for the purchase of bids and services is prohibited. The successful bidder is required to read Americans With Disabilities language that is part of this specification and agrees that the provisions of Title II of the Act are made a part of the contract. The successful bidder is obligation to comply with the Act and to hold the Township harmless.

13. Prevailing Wage Requirements: NOT APPLICABLE

14. Right to Know:

The manufacturer or supplier of a substance or mixture shall supply the Chemical Abstracts Service number of all the components of the mixture or substance and the chemical name. The manufacturer and supplier must properly label each container. Further, all applicable Material Safety Data Sheets (MSDS)—hazardous substance fact sheet—must be furnished.

15. Substitutions to Specifications:

- A. References made to products of any specific manufacturer by brand name are only for the purpose of describing type, style and quality of the product desired. Any substitutions must, however, be identical in appearance and must equal or exceed quality of the items specified. For purpose of evaluation where an equivalent product is being furnished in place of one requested, bidder must indicate any variation to our specifications no matter how slight. Samples of any substitutions must be submitted by the time of bid opening. If no variations are indicated, it will be construed that the bid fully complies with the specifications. Vendor's literature WILL NOT suffice in explaining exceptions to these specifications.
- B. The Township will be the sole judge as the acceptability of substitutions and this determination will be final.
- C. It shall be the bidder's responsibility to carefully examine each item of the specification. Failure to offer a completed bid or failure to respond to each section of the technical specification will cause the proposal to be rejected without review as "non-responsive." Deceit in responding to the specification will be cause for rejection.
- D. Wherever practical and economical to the Township, it is desired that recycled or recyclable products be provided. Please indicate when recycled products are being offered.

16. American Goods:

- A. The Township of Franklin shall provide the specifications for all contracts for county or municipal work or for work for which it will pay any part of the cost, that only manufactured and farm products of the United States, whenever available, be used in such work.

17. Contract Period:

- A. The contract shall be in effect from the date of the Notice to Proceed until the terms of the specifications have meet met to the satisfaction of the Township. Continuation of the terms of the contract beyond June 30 is contingent on availability of funds in the following year's budget, or the next following bid awards. In the event of unavailability of such funds, the Township of Franklin reserves the right to cancel this contract..
- B. In any event, the Township reserves the right to cancel the contract with 30-day notification to the vendor.

18. Delivery and Inspection:

- A. Bidders shall guarantee delivery of materials in accordance with the delivery schedule provided in the specifications and/or bid proposal form.
- B. All materials, equipment, supplies and/or services delivered to or performed for the Township shall be inspected upon delivery to insure compliance with specifications. Items, which are not in accordance with the specifications, will be rejected.

19. Payments:

- A. Bidder must provide an itemized invoice and signed Purchase Order/Voucher. The Voucher will be certified correct by the Department Head who receives the material or service. Payment will only be made following the approval of by the Township Council.
- B. Acceptance of the final payment by the bidder shall be considered as a release in full of all claims against the Township of Franklin, Somerset County.

20. Insurance:

- A. If it becomes necessary for the bidder to enter upon the premises or property of the township, or any other property not owned by the township but where the bidder is acting as an agent for the township, to construct, erect, inspect, make delivery or remove property hereunder, the successful bidder covenants and agrees to take, use, provide and make all proper, necessary and sufficient precautions, safeguards and protection against any accidents, injuries or damages.

The vendor shall indemnify and save harmless the Township from payment of all sums of money by reason of all, or any, accidents, injuries, damages or hurt that may happen or occur upon or about the work herein covered and all fines, penalties and loss incurred for or by reason of the violation of any Township ordinance or regulation, or the laws of the State, or the United States, while the work is in progress.

- B. The successful bidder will carry for the life of the contract sufficient insurance for any claim for loss, damage or injury to property or persons arising out of the performance of the contract and shall indemnify the township against any claim by having the Township of Franklin named as "Additional Insured" on the insurance policy, as set forth in the specifications.
- C. The minimum insurance requirement is:
1. Workmen's Compensation -- \$250,000
 2. Liability and Property Damage -- \$1,000,000 per occurrence
 3. Automobile Liability -- \$1,000,000 per occurrence

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EXHIBIT A
P.L. 1975, C. 127 (N.J.A.C. 17:27)
MANDATORY AFFIRMATIVE ACTION LANGUAGE
PROCUREMENT, PROFESSIONAL AND SERVICE CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. The contractor will take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance office setting forth provisions of this nondiscrimination clause;

The contractor or subcontractor, where applicable will, in all solicitations or advertisements for employees place by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation;

The contractor or subcontractor, where applicable, will send to each labor union or representative or workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with the regulations promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time and the Americans with Disability Act.

The contractor or subcontractor agrees to attempt in good faith to employ minority and female workers consistent with the applicable county employment goals prescribed by N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time or in accordance with a binding determination of the applicable county employment goals determined by the Affirmative Action Office pursuant to N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time.

The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies in the area, including employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the State of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

The contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and layoff to ensure that all such actions are taken without regard to age, creed, color, national original, ancestry, marital status, sex, affectional or sexual orientation, and conform with the applicable employment goals, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor and its subcontractors shall furnish such reports or other documents to the Affirmative Action Office as may be required by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Affirmative Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (NJAC 17:27).

Rev. 9/92

AMERICANS WITH DISABILITIES ACT

Equal Opportunity For Individuals With Disabilities

The Contractor and the Township do hereby agree that the provisions of Title II of the Americans with Disabilities Act of 1990 (the "Act") (42 U.S.C. §12101 et seq. which prohibits discrimination on the basis of disability by public entities in all services, programs, and activities provided or made available by public entities, and the rules and regulations promulgated pursuant thereto, are made a part of this contract. In providing any aid, benefit or service on behalf of the Township pursuant to this contract, the contractor agrees that the performance shall be in strict compliance with the Act. In the event that the contractor, its agents, servants, employees, or subcontractors violate or are alleged to have violated the Act during the performance of this contract, the contractor shall defend the Township in any action or administration proceeding commenced pursuant to this Act. The contractor shall indemnify, protect, and save harmless the Township, its agents, servants, and employees from and against any and all suits, claims, losses, demands or damages of whatever kind of nature arising out of or claimed to arise out of the alleged violation. The contractor shall, at its own expense, appear, defend, and pay any and all charges for legal services and any and all costs and other expenses arising from such action or administrative proceeding or incurred in connection therewith. In any and all complaints brought pursuant to the Township's grievance procedure, the contractor agrees to abide by any decision of the Township which is rendered pursuant to said grievance procedure. If any action or administrative proceeding results in an award of damages against the Township or the Township incurs any expense to cure a violation of the ADA which has been brought pursuant to its grievance procedure, the contractor shall satisfy and discharge the same at its own expense.

The Township shall, as soon as practicable after a claim has been made against it, given written notice thereof to the contractor along with full and complete particulars of the claim. If any action or administrative proceeding is brought against the Township or any of its agents, servants and employees, the Township shall expeditiously forward or have forwarded to the contractor every demand, complaint, notice, summons, pleading or other process received by the Township or its representatives.

It is expressly agreed and understood that any approval by the Township of the services provided by the contractor pursuant to this contract will not relieve the contractor of the obligation to comply with the Act and to defend, indemnify, protect and save harmless the Township pursuant to this paragraph.

It is further agreed and understood that the Township assumes no obligation to indemnify or save harmless the contractors, its agents, servants, employees and subcontractors for any claim which may arise out of their performance of this Agreement. Furthermore, the contractor expressly understands and agrees that the provisions of this indemnification clause shall in no way limit the contractor's obligations assumed in this Agreement, nor shall they be construed to relieve the contractor from any liability, nor preclude the Township from taking any other actions available to it under any other provisions of this Agreement or otherwise at law.

Parameters for Consideration

Preliminary Qualifications

All Vendors responding must meet the following minimum qualifications.

- ◆ **The Vendor must** be able to provide a viable solution that can accommodate a minimum of 20,000 active and 10,000 future customer water accounts through customer references. The CIS application being proposed by the vendor shall be in place and used, having clients live on the application for use with service.
- ◆ **The Vendor must** be able to provide software that can accommodate water and other misc. billed services through customer references and product design.
- ◆ **The Vendor must** be able to provide a solution that will promote implementation of a functionally rich base product with minimal modifications required. In addition, the Vendor must be able to provide ongoing application support with regular product releases.
- ◆ **The Vendor must** be able to supply a solution that utilizes a relational or object oriented database management system. The database must be ANSI SQL compliant and support open database connectivity.
- ◆ **The Vendor must** be able to supply a solution that utilizes a PC based graphical user interface.

The vendor must provide a technology platform, operating system, and application language that utilizes the latest, state of the art technology. This includes a relational database, Windows operating system and Fourth Generation Language which allows for the use of an object oriented design.

Due to the critical nature of this effort, the Vendor's Response must meet the minimum requirements referenced above to be qualified for further consideration.

VENDOR QUALIFICATIONS

The Vendor must demonstrate a proven track record in providing reliable product software solutions across a series of successful project installation efforts.

The Vendor's record should reflect experience within the utility environment and in work of a similar nature and magnitude to that being proposed. Relevant experience must be associated with projects completed not more than three (3) years prior to June 1, 2000.

The Vendor will provide a customer reference listing and related contact information for a minimum of three (3) public utility related customer for which the Vendor has completed a similar effort.

A customer list of similar customers is requested. For each customer, provide the customer's name, location, services billed, number of customers, the live date, and the product name and version number.

PROJECT APPROACH

The Vendor must provide the following service components:

Product Configuration. The Vendor will be responsible for providing the base software, installing the software, and preparing it for operation and access by the project team.

The Vendor will be responsible for training on the base product, assist with set-up and configuration of the base product, and continued training to allow users to achieve a level of product proficiency.

Product Engineering. The Vendor will be responsible for the identification, finalization, and documentation of required modifications; the development of design specifications; modification of base product code; and unit testing of the product.

Product Conversion. The Vendor will be responsible for conversion of data from the existing Customer Information System to the new customer system. The vendor will demonstrate a proven methodology utilizing standard tools for conversion activities. Activities will include data mapping, development of conversion specifications, conversion programming, conversion testing, multiple mock conversions, data clean-up, manual conversion, and production conversion.

Product Reporting. The Vendor will provide a series of standardized reports as part of the base product.

Product Interfaces. The Vendor will be responsible for developing design specifications addressing product modifications required for defined interfaces. The use of a proven interface methodology including standard staging tables incorporated in the base product should be used to minimize the customization required to accomplish system interfaces.

Product Documentation. The Vendor will be responsible for providing system and user documentation for the base product. The Vendor will modify the documentation as required to reflect customization.

The Vendor will grant the right to make as many documentation copies for use by employees as needed. In addition, the Vendor will provide one master and one copy of all documentation upgrades for all future system modifications and enhancements.

Product Training. The Vendor will be responsible for training primary users in the use of the new customer system.

Product Testing. The Vendor will be responsible for conducting a comprehensive systems test. Though the Vendor is responsible for all testing, verification testing must be allowed to take place.

The Vendor will develop a test plan outlining the testing approach, methods, data participants and other items required for successful product testing.

The Vendor will assume responsibility for conducting a product integration test to ensure the delivered product modifications and product interfaces work to specifications and do not adversely impact the system as a whole.

The Vendor will assume responsibility for conducting a product volume test to insure batch and on-line performance meets performance and service levels.

The Vendor will provide resources for product fixes resulting from errors identified during the system testing process.

Product Installation. The Vendor will stage all aspects of the system, develop a conversion schedule and conduct all cutover activities.

Post-Installation Support. The Vendor will provide production-critical support. In addition, the Vendor will perform a post installation review to identify production issues and develop an action plan and associated timeline to address these issues.

Final System Acceptance. The project is not considered complete, and the Vendor will not be released from their obligations, until this final acceptance test is conducted and the system is formally accepted.

PROJECT ORGANIZATION & STAFFING

The Vendor will provide all personnel required to successfully complete project activities. At a minimum this includes:

Vendor Project Manager. The Vendor will provide an individual assigned to the project that is responsible for providing project direction, management and administration of day-to-day project activities. All project resources will report to the Project Manager.

Product Technicians. The Vendor will furnish all individuals necessary to install and make operational the proposed solution.

Product Trainers. The Vendor will provide individuals with thorough knowledge of the product who will instruct users and technical personnel.

Ongoing Support

At a minimum, the solution must include information associated with all aspects of ongoing Vendor product support and maintenance activities. This support will include product application programming help desk; product fixes; product enhancements; and regular product releases.

The system may require additional enhancements over time to address changing requirements. The vendor will demonstrate a proven methodology for delivering upgrades and enhancements which will provide access to needed enhancements while maintaining the integrity of base software to ensure access to standard product releases.

Any proposed hardware and operating system should contain a service maintenance plan that includes coverage option of twenty-four (24) hours a day, three hundred and sixty-five (365) days a year.

The Vendor will describe anticipated schedule for future software enhancements and upgrades.

Application Software

The following key applications must be included in the solution:

- Customer Information System
- Inbound Call Center and Customer Management System
- Remittance Processing Interface (In-house and third-party)
- Financial Systems Interface

CUSTOMER INFORMATION SYSTEM

A comprehensive Customer Information System (CIS) capable of accommodating the needs of residential and commercial customers.

The Vendor’s CIS should include the following modules:

Customer Management. Customer Management provides the capability of identifying and tracking customers in the system independent of the account. This module allows for the identification of existing customers and the input of extensive profile and demographic information. An existing customer may have a single account or multiple accounts with the ability to track specific information at the customer level across all of the customer’s accounts.

Account Management. An account is created to reflect the establishment of a financial agreement for the provision of a product or service. The account is the primary path for accessing and viewing customer account related information. It reflects available and installed service offerings, product offerings, equipment offerings, and program offerings. It supports a wide array of account views into account transactions, consumption, payments, billings, adjustments and account specific notes.

Product and Services Management. The ability to view all available programs, products and services which the utility can provide to the customer. This module will support a wide variety of implied and special negotiated service contracts. Various rates and pricing plans can be associated with each portfolio item.

Rates Management. A flexible pricing structure to accommodate stepped rates, ELU calculations, charges, fees, surcharges, adjustment clauses, and rate determinants. This module will also provide for rate code calculation verification and duplication.

Service Address Management. The system must allow for the identification of legal parcel information and the service address for purposes of account

management. The system must allow for a process to support the establishment of new service for both permanent and temporary addresses with the ability to associate current and historic information (i.e., meters, customers, equipment) with the address.

Service Order Management. The processing of requests to initiate service based on meter and non-meter based work orders. Examples of these orders are the customer requesting service, or the meter shop requesting a routine change.

Billing Management. Billing Management provides support of cycle driven and date driven billing schedules. The process will input time based and volume based consumption and will provide for consumption validation and estimation algorithms. The billing process will provide for flexible billing periods and accommodate proration. In addition to batch billing, the system will provide for on-line account billing for adjusted billing.

Financial Systems Interface. Any activity associated with revenue is accommodated through this module. Deposit processing, payment processing, returned check processing, refund processing and required interfaces financial management systems including the general ledger.

Credit & Collection Management. The ability to quickly view outstanding account balances, transfer of account balance across accounts and the freezing of an account for dispute resolution. A flexible collection process regarding notification and cutoff activities. The processing of late payment penalties, returned checks and the creation and management of payment plan arrangements. The processing of bad debt accounts, accounts in bankruptcy, and account liens.

FINANCIAL SYSTEMS INTERFACE

The activities associated with processing revenue and receivables and interfacing to all of the following software,

- .Municipal Software / Fund accounting System
- Technical services Associates, Inc / Gateway C/S Purchasing Software
- Unisys and SCI / Integrated Solutions for Financial, Property and Human Resources Management
- Systems Consultants, Inc / Envision Series

REMITTANCE PROCESSING INTERFACE

Interface to an incoming remittance file (ACH) with balancing software, input balance results, and post to CIS.

APPLICATION ENVIRONMENT

The product will provide a flexible structure and development environment which can be maintained and enhanced in a timely and cost effective manner. In addition, the vendor should be able to demonstrate the use of this flexible structure and development environment to facilitate a rapid implementation methodology. This is imperative in order to keep pace with a rapidly changing business environment and customer requests. The vendor should be capable of providing ongoing application maintenance and support including: 24 x 7 help desk, installation of product fixes, and product enhancements, as well as regular product releases and programming services. The vendor CIS application should have a long-term development plan (2 to 4 years) to insure that the product direction is proven and established.

HARDWARE ENVIRONMENT

The Vendor will be responsible for providing the specifications of necessary hardware and systems software to support the proposed solution. The solution should utilize a Windows NT server platform as it is important for the Vendor to understand that the proposed solution must be adequate to support required batch processing requirements and on-line response times. The Vendor will contractually commit to a service agreement, which insures application availability, data network availability, bill print and mail in an outsourced environment.

DATA BASE ENVIRONMENT

The new Customer Information System will be required to utilize a SQL relational or object oriented database technology. The system must be written as a client/server application to distribute processing of information between workstations and the server. It is expected this technology will support the definition of objects and the promotion of relationships between objects. For example, this would include the identification of a customer entity, a location entity, a meter entity, and a service point entity, with a relationship being formed between the meter set at a location where a customer is living and receiving service.

Given this technology, the new system must allow a mechanism by which information can be accessed, manipulated, reported on, or simply queried. Therefore, the proposed solution must provide a facility to easily support user queries and reporting. The database must support open database connectivity, i.e., ODBC, JDBC or OLE DB as appropriate.

The solution should include third party report writing access.

NETWORK/DESKTOP ENVIRONMENT

The Vendor is responsible for providing the specifications of the network environment as well as the requirements for desktop computers. The proposed solution must be a client-server application that is compatible with Windows NT, Windows 98, and Windows 95.

TRANSITIONAL SERVICES

The proposed solution must include a comprehensive transition plan complete with all activities and resources required for successful solution implementation.

OPERATIONAL SERVICES

At a minimum, the solution must include information and costs associated with all aspects of ongoing Vendor operation, support and maintenance activities.

EXECUTIVE SUMMARY

This part of the response to the RFP should be limited to a brief narrative highlighting the vendor's proposal. The summary should contain as little technical jargon as possible, and should be oriented toward non-technical personnel.

VENDOR INFORMATION

Vendors must provide the following information about their company so that an evaluation can be made of the vendors' stability and ability to support the commitments set forth in response to the RFP. Additional documentation to support and/or clarify requested information might be required.

The Vendor should provide the following:

Company history, size, subsidiaries, organization, and leadership

Key reasons this Vendor should be selected

- Qualifications and Experience
- Established Live Customer Base
- Process Methodologies

Current and previous years audited financial information (e.g., annual sales, profitability, etc.)

PROPOSED APPLICATION SOFTWARE AND COMPUTING ENVIRONMENT

The vendor must present, in detail, features and capabilities of the proposed application software.

In addition, the following information should be included.

Hardware Environment - Describe the supported computer hardware environment in which the proposed software will run. In the event there are multiple computer systems available, list all options.

Provide a hardware list of payment processing equipment that is compatible with the software system and is currently in use with the system at another location. This equipment will be used for processing misc. payments and invoices, individual water payments, etc. It would be preferred to incorporate bar code reading capability for the account number.

Operating System - Identify the operating system that is supported by the proposed applications software and the proposed database management system in the hardware environment recommended above. In the event there are multiple operating systems available, list all options.

List the operating system software support products required to support the recommended computing environment. List any additional vendor software products required to support your proposed application software.

DATABASE SOFTWARE

Provide a description of the Relational Database Management System (RDBMS) required to support the computing environment. List any fourth generation features utilized in constructing the proposed applications software and any optional end-user productivity tools.

OPTIONAL SOFTWARE

The vendor should include a description of any features (or value added components) available for use with the proposed software that has not been specifically requested in the RFP. Consideration of these products will be given to vendors whose optional software is to be of value.

SYSTEM SECURITY

The vendor should include a detailed description of the proposed software and database security features.

RESPONSES TO MANDATORY REQUIREMENTS

The vendor must provide narrative responses to each of the requirements in the RFP.

RESPONSES TO FUNCTIONAL REQUIREMENTS

Responses to the requirements listed in this RFP must be provided in this section of the vendor's response. Vendors should use the format provided and add explanation details as necessary. The following answer key should be used when responding to the requirements:

- 3 = This feature is provided in the baseline product offering.
- 2 = The proposed user tools can be used to provide this functionality.
- 1 = This feature will be provided in a future release.
- 0 = This feature is not provided. A modification can be provided at an additional cost

IMPLEMENTATION SUPPORT AND TRAINING

The vendor must provide a detailed overview of the implementation, support, and training for the proposed software. This information must include:

- Detailed implementation methodology
- Conversion support
- Overview of proposed training
- Implementation and training plan, including estimated timeframe and deliverables for each stage of the project.

MAINTENANCE PROGRAM

Specify the nature of any post-implementation support provided by the vendor including:

- Telephone support, include toll-free access; hours of operation.
- Delivery method of future upgrades and product enhancements
- Availability of users groups
- Problem reporting and resolution procedures

CLIENT REFERENCES

Vendor must provide at least three client references that are similar in size and complexity that have licensed the proposed software for a comparable computing environment. Information should include at the minimum:

- Utility Name
- Utility Contact and Telephone Number
- Number of customers by service
- Products licensed
- Implementation status
- Hardware environment

COST QUOTATIONS

The vendor's cost quotations must be itemized and include all costs (e.g., implementation, training, application maintenance, documentation, on-going charges, and all associated hourly rates).

CONTRACT TERMS AND CONDITIONS

In this section, the vendor is to state any exceptions to the conditions listed in the RFP deemed important by the vendor. Sample license and maintenance agreements should also be provided in this part of the vendor's response. This section is intended to form the basis for the development of a contract to be awarded as a result of the RFP.

COST PROPOSAL STATEMENT

It must be clearly understood that, although the proposal cost of the system is important, the overriding cost consideration will be the total anticipated cost of installing, operating, and supporting the system over its lifetime, including ultimate replacement consideration.

The cost proposal should detail the individual components of the system cost. These components include hardware, software licenses and development cost for modules that must be modified or created, cost of proposed services, including all training, and ongoing maintenance and support cost.

Prices quoted in the proposal shall be supported by assumptions and where possible, should be firm and best prices.

Finally, The cost proposal shall include a section describing the bidder's credentials in the field of Utility Billing and Customer Information Systems and include a description of the bidder's experience and financial information.

MANDATORY REQUIREMENTS

The requirements defined in this section are mandatory. They contain the overall, general functions needed in the new Customer Information and Billing System. The new Customer Information and Billing System should provide an integrated computing environment designed to support special and often complex software application requirements. Recognizing that little has remained constant during recent years, the systems environment should be designed to accommodate change. The primary objective is to provide a well-formed, responsive process that can easily incorporate new policies and procedures, as well as support new data and reporting needs. New reports satisfying management information requirements should be available on an ad hoc basis, as well as through a standard report generation facility.

Identified below are a number of requirements that must be addressed by the vendor's bid for the core system. These requirements are considered mandatory in implementing the complete Customer Information and Billing System as defined in this RFP. Together, they define a system that will operate efficiently in the proposed environment while providing a high level of flexibility in current and future system requirements.

FLEXIBILITY

Customer Information and Billing System must be designed to incorporate ever-changing requirements. As such, it needs to utilize a SQL Relational Database Management System (RDBMS) to perform state-of-the-art-computing functions.

Flexibility must be provided to meet external and internal management reporting requirements. This requirement can be met by providing user-controlled sequence, frequency, and content specification for production reports, and by either providing a modern report/retrieval system for ad hoc report requests or the availability of an end-user report/retrieval facility associated with the database product.

Customer Information and Billing System must be designed to minimize impact on the overall system arising from additions, changes, or deletions to the database.

24 X 7 BATCH AND ON-LINE PROCESSING ENVIRONMENT

The City intends to implement a distributed environment that provides the ability for users to take control and responsibility for their data. To accomplish this, the new system should provide end-users with the ability to enter data in an on-line interactive mode. Application must be available in a 24 X 7 environment.

SYSTEM SECURITY

The system must provide system and application security controls to prevent unauthorized use of the database, restrict access to the database, maintain database process controls, and log all database transactions. In addition, the system should provide security to limit availability to application software screens, data elements, and the contents of data elements where appropriate.

DATA/SYSTEMS INTEGRATION

Customer Information and Billing System must use an integrated database transcending functional areas. It must operate from a single data element dictionary addressing the entire system, with common update and query capability.

MODULARITY

Customer Information and Billing System must be modular in design to accommodate a phased implementation. Once implemented, the system must be able to easily expand to include new functions without major impact on the system.

PROCESS CONTROLS

The system should provide the following process controls:

- * Comprehensive edit controls which, for example, prevent incomplete or incorrect data from being processed
- * Programmatic control of the process flow to prevent information from being processed in the wrong sequence
- * Processing cycles completed in a logical prescribed order
- * Integrity of data entering the database safeguarded through editing criteria

SYSTEM DOCUMENTATION

Specific elements of documentation, which must be available with the system, include:

User and Technical Manuals -- On-line and Hard Copy

Operations Manual

On-line context-based "HELP" and/or system based "Just in Time Coaching"

OPERATIONAL EFFICIENCY

Operational efficiency needs to be satisfied from both a technical and a functional viewpoint. Technical efficiencies can be achieved through modern development methodology and fourth generation programming techniques, and through the utilization of a well-defined applications specific database management system. The system must implement stored procedures on the database server to provide scalability and to improve system performance. Functional efficiencies can be achieved by providing input capabilities directly into the system.

RDBMS TECHNICAL REQUIREMENTS

This section contains the requirements for the SQL Relational Database Management System (RDBMS) used to control the primary data storage for all software components. The vendor must recommend a RDBMS product or identify RDBMS products, which can be used in support of the vendor's software.

- ❖ Multi-Tasking - The RDBMS must permit simultaneous database access, permitting simultaneous access to files and queuing update requests at the record or field level when field contention prevents simultaneous updates. In addition, it must permit concurrent processing of batch and on-line jobs accessing the same data files and database.
- ❖ Logging, Restart, and Recovery - The RDBMS must provide restart capabilities, as well as database access activity logging and backout.
- ❖ Performance and Activity Statistics - The RDBMS must support performance monitoring tools and activity statistics reporting features.
- ❖ Administrative Tools - The RDBMS should include a powerful set of administrative tools to monitor utilization.
- ❖ Relational Database Characteristics - The RDBMS should utilize the concept of user views whereby pseudo-schema are defined and stored for utilization by users without the users becoming involved in the actual schema and sub-schema structures of the database.
- ❖ Data Import Facility - The system should include a data import facility which permits transferring data from other data files into the database.
- ❖ Data Access - All data must be available for read and update.
- ❖ End-User Query Facilities - The system must have end-user query facilities, which permit easy access to the information in the database.

MICROCOMPUTER ACCESS AND MANIPULATION

Software tools must be available which provide decision support capabilities. The system must be ODBC compliant.

CLIENT/SERVER AND GRAPHICAL USER INTERFACE (GUI) TECHNOLOGIES

The proposed software must run in a client/server and GUI environments. The application must be deployable in a variety of ways to maximize network efficiency, including both local and distributed environments.

SOURCE CODE

Vendor may be required to place source code (and object code where appropriate) in an escrow account.

Hardware Requirements for Utility Information Management System

NT Server :

- Dual PIII-667 MHz;
- 512 MB RAM;
- 21" Monitor;
- 3-18.2 GB SCSI HDD with embedded RAID 5 software
- 2 100 Mbps Network Cards
- 56K Modem
- Internal Tape Backup
- 3 Year, 4 hour, 24/7 support
- Redundant Power Supply
- NT 4.0/2000 License
- Microsoft SQL Server v.7 (SP2) License and Installation

Workstation Upgrades (8 workstation proposed):

- 64 MB RAM Upgrade per workstation
- CPU Upgrades (333-500 MHz)